

Listing of the Claims

1. (Currently Amended) A method for organizing related communications in ~~one or more databases, the method comprising:~~
receiving at least one XML-based message from at least one communication device;
comparing one or more XML tags within the at least one XML-based message to one or more references, wherein each reference is associated with one or more previous messages;
selecting a reference that most closely matches one or more of the XML tags; [[and]]
converting the received message into a converted message having a format associated with at least one database associated with the matching reference; and
~~causing the converted message to be stored in a first database when the reference is associated with the first database or a second database when the reference is associated with the second database.~~
2. (Original) The method as in claim 1, wherein the received message and a previous message corresponding to the selected reference are substantially related to one another.
3. (Original) The method as in claim 1, further comprising enabling a telecommunications service that organizes related communications in one or more databases.
4. (Original) The method as in claim 1, further comprising:
converting a next message into a same format as the converted message when the next message has one or more XML tags that match the XML tags of a previous message; and

forwarding the next, converted message to a database associated with the converted message.

5. (Previously Presented) The method as in claim 1, wherein the at least one received XML-based message comprises a Document Type Definition ("DTD").

6. (Original) The method as in claim 1, further comprising:
selecting an initial database when no reference most closely matches one or more of the XML tags of the received message;
converting the received message into a format corresponding to the selected, initial database; and
forwarding the converted message to the selected, initial database.

7. (Previously Presented) The method as in claim 1, further comprising: forwarding an XML-based message comprising a DTD to the at least one communication device.

8. (Previously Presented) The method as in claim 1, wherein the at least one communication device is at least one of a voicemail server, a facsimile server, an email server, or a web server.

9. (Previously Presented) The method as in claim 1, wherein the database format is at least one of Oracle, Sybase, MySQL, MsQL, or DB2.

10. (Previously Presented) The method as in claim 1, further comprising: forwarding a responsive XML-based message comprising a DTD to a mediation web server.

11. (Previously Presented) The method as in claim 1, further comprising: forwarding a confirmation message to at least one of a customer agent or a customer.
12. (Previously Presented) The method as in claim 1, further comprising: forwarding at least one of a voicemail message, a facsimile message, an email message, or an Internet message to a customer agent.
13. (Previously Presented) The method as in claim 1 wherein the at least one XML-based message is received from a customer agent.
14. (Currently Amended) A system for organizing related communications in ~~one or more~~ databases, the system comprising:
 - a mediation web server operable to:
 - receive at least one XML-based message from at least one communication device;
 - compare one or more XML tags within the message to one or more references, wherein each reference is associated with one or more previous messages;
 - select a reference that most closely matches one or more of the XML tags;
 - [[and]]
 - convert the received message into a format associated with at least one database associated with the matching reference; and
 - cause the converted message to be stored in a first database when the reference is associated with the first database or a second database when the reference is associated with the second database.

15. (Original) The system as in claim 14, wherein the received message and a previous message corresponding to the selected reference are substantially related to one another.

16. (Original) The system as in claim 14, wherein the web server is further operable to enable a telecommunications service that organizes related communications in one or more databases.

17. (Original) The system as in claim 14, wherein the web server is further operable to: convert a next message into a same format as a previously converted message when the next message's one or more XML tags match the XML tags of a previous message; and forward the next, converted message to a same database associated with the previously converted message.

18. (Previously Presented) The system as in claim 14, wherein the at least one received XML-based message comprises a Document Type Definition ("DTD") .

19. (Original) The system as in claim 14, wherein the web server is further operable to: select an initial database when no reference most closely matches one or more of the XML tags of the received message; convert the received message into a format corresponding to the selected, initial database; and forward the converted message to the selected, initial database.

20. (Previously Presented) The system as in claim 14, wherein the web server is further

operable to: forward an XML-based message comprising a Document Type Definition ("DTD") to the at least one communication device.

21. (Previously Presented) The system as in claim 14 wherein the database format is at least one of Oracle, Sybase, MySQL, MsQL, or DB2.

22. (Original) The system as in claim 14 further comprising: at least one communications control device responsive to the mediation web server, the communication control device operable to forward a responsive XML-based message comprising a Document Type Definition.

23. (Previously Presented) The system as in claim 22, wherein the communication control device is at least one of a voicemail server, a facsimile server, an email server, or a web server.

24. (Previously Presented) The system as in claim 14 wherein the web server is further operable to forward a confirmation message to at least one of a customer agent or a customer.

25. (Previously Presented) The system as in claim 14 wherein the web server is further operable to forward at least one of a voicemail message, a facsimile message, an email message, or an Internet message to a customer agent.

26. (Previously Presented) The system as in claim 14 wherein the at least one XML-based message is received from a customer agent.

27. (Cancelled)

28. (Cancelled)

29. (New) A method as defined in claim 1, wherein comparing the one or more XML tags within the at least one XML-based message to the one or more references comprises:
extracting a first portion of data stored in the at least one XML-based message;
retrieving a second portion of data associated with the one or more previous messages
and
determining if the first portion and the second portion match.

30. (New) A method as defined in claim 1, wherein comparing the one or more XML tags within the at least one XML-based message to the one or more references is performed before the converting the message and before causing the converted message to be stored in the first database or the second database.